



"MEET THE CPOC"

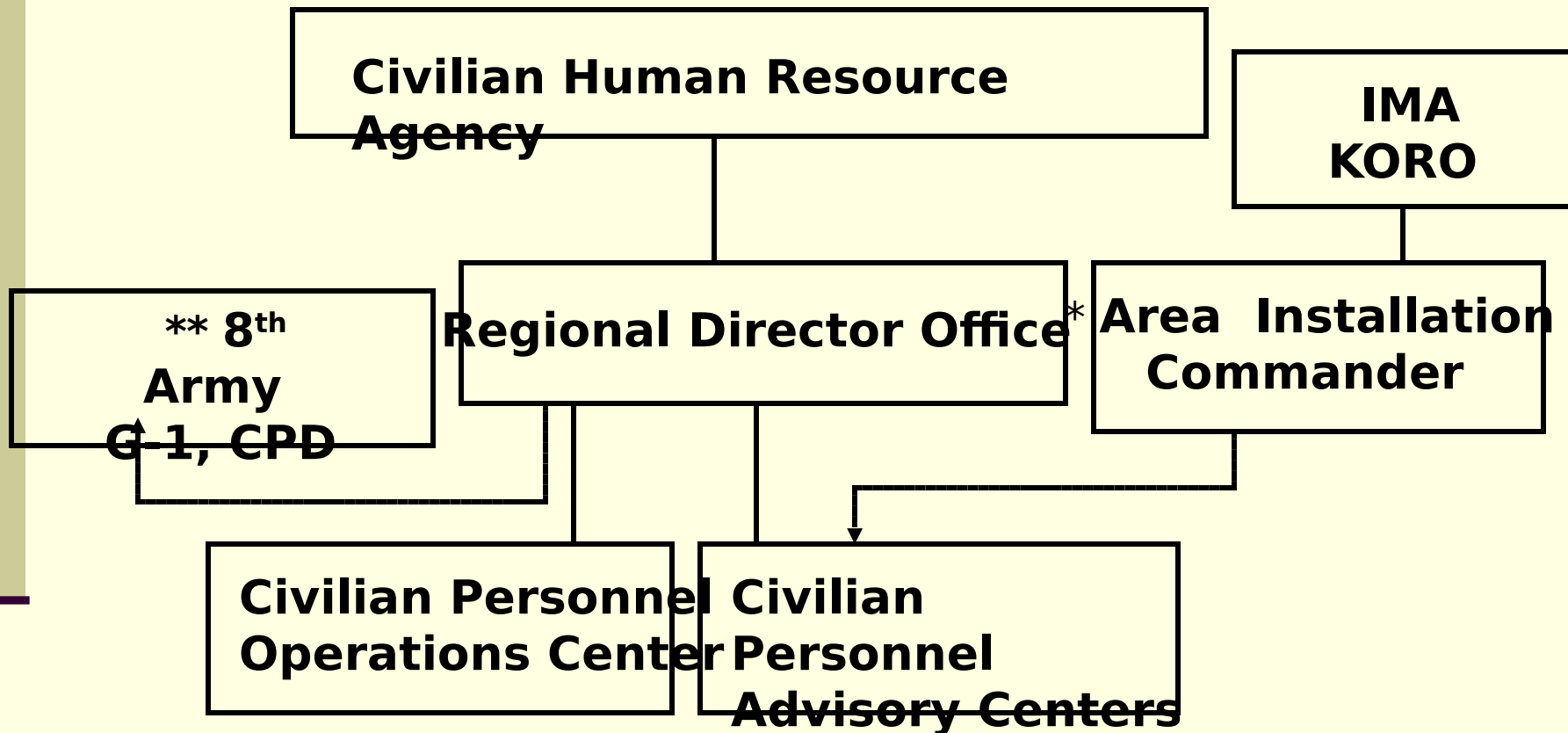
SEPTEMBER 2004

**“MEET THE
CPOC”**

WELCOME AND OPENING REMARKS

**BLANCHE D. ROBINSON²
DIRECTOR, CPOC, KOREA**

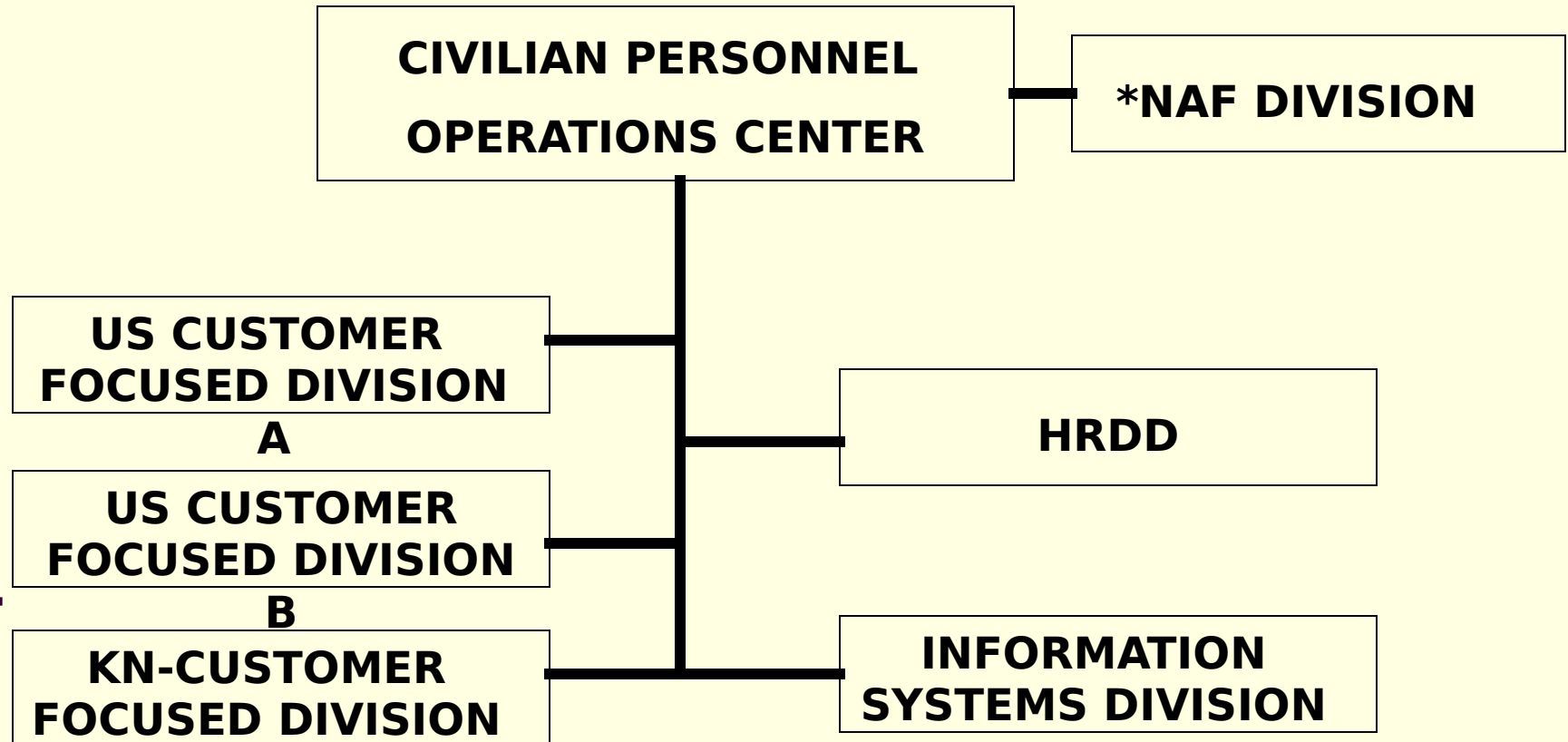
PERSONNEL ORGANIZATIONAL CHART



* Installation Commanders have day-to-day operational control over the CPACs. The Installation Commanders is the rater of the CPAC Chief and RDO is the senior raters

** Proponent of the LN program also provides guidance and policy oversight for employees across the peninsula i.e., LQA, merit promotion regulation and pay setting regulation

CPOC STRUCTURE



*** NAF Dual-hatted as operations and staff**

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US STAFFING PROPONENT

**SHIRLEY BOYD
CHIEF, CFD A**

RESUMIX FOR MANAGERS

The Department of Army (DA) mandated the use of RESUMIX. This automated ranking and referral system is designed to streamline the candidate ranking and referral process and reduce the time it takes to fill vacancies at installations serviced by Civilian Personnel Operations Centers (CPOC) throughout Army.

❑ WHAT IS RESUMIX?

- A new way of defining rating and ranking criteria being used
- Referral lists are received in less time
- Only Best Qualified (BQ) candidates are referred
- Referral lists are transmitted electronically

ABBREVIATED RESUMIX PROCEDURES

MANAGER/SELECTING OFFICIAL RESPONSIBILITIES:

- Update or develop the position description (PD)
- Discuss recruitment strategies with HR community
- Determine area of consideration (AOC)
- Initiate request for personnel action (RPA)
- Complete gatekeeper
- Participate in the development/ refinement of skills

ABBREVIATED RESUMIX PROCEDURES

- Schedule and conduct interviews
- Make timely selections/alternate selection (s)
- Forward annotated referral list

ABBREVIATED RESUMIX PROCEDURES CIVILIAN PERSONNEL OPERATIONS CENTER (CPOC) RESPONSIBILITIES:

- Review RPA and gatekeeper
- Perform job analysis
- Develop vacancy announcements
- Request certificates from Office of Personnel Management (OPM)
- Provide skills search criteria to managers

ABBREVIATED RESUMIX PROCEDURES

Cont’d

- Apply skills criteria
- Review candidate eligibility/qualifications
- Issue referral list
- Verify selected candidate’s eligibility
and/or qualifications
- Finalize the recruitment action, up-date RESUMIX, and close
out the
case file

RESUMIX SKILLS

☐ **Required Skills**

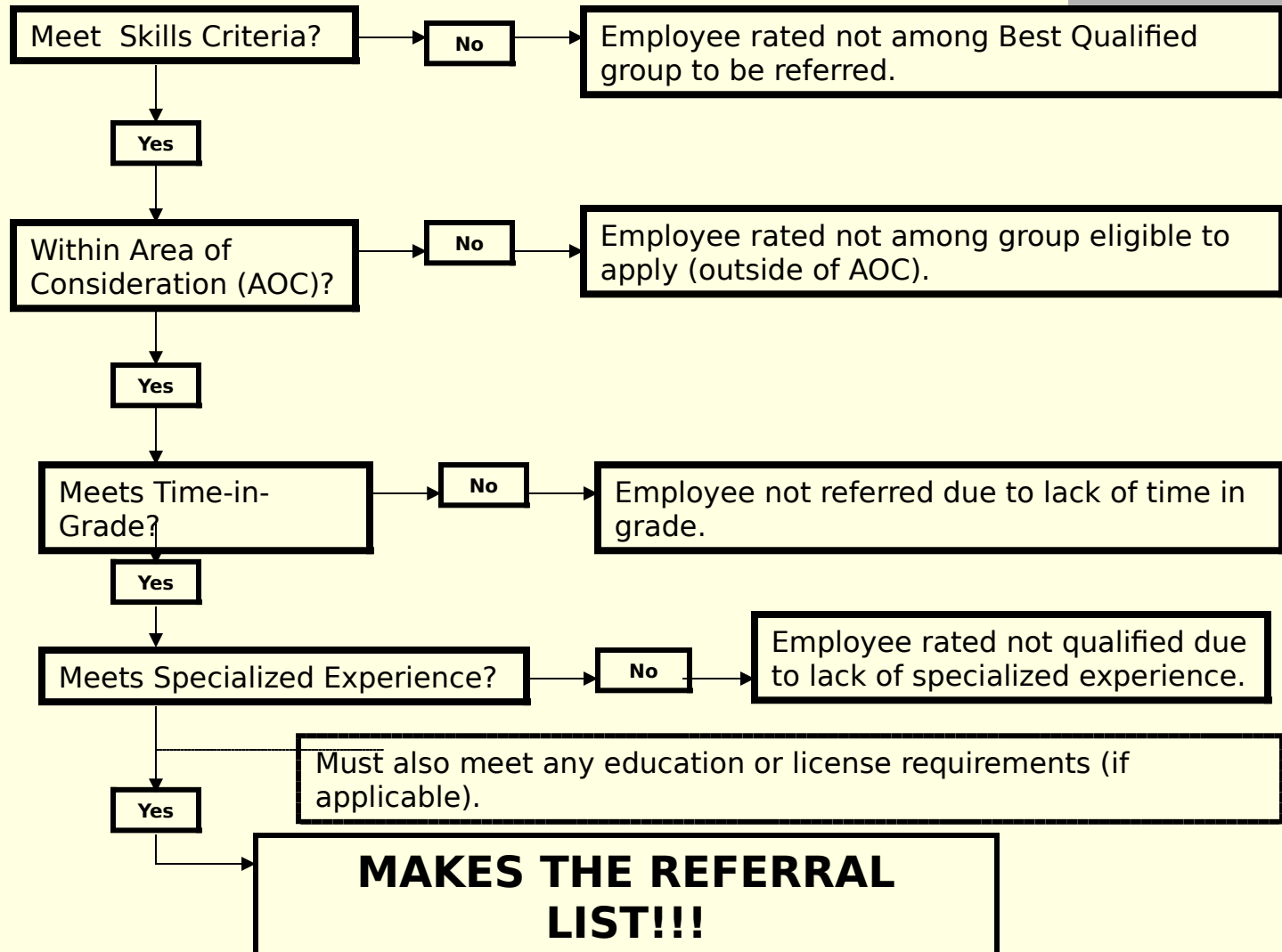
- Job-related
- Applicants must possess to successfully perform the duties in a

reasonable period of time (i.e., 90 days)

☐ **Desired Skills**

- Job-related
- Desirable but not mandatory for successful performance (i.e., can be learned on the job)

RESUMIX SEQUENCE



RE-EVALUATION OF RECRUITMENT STRATEGIES

- Tour of duty/work schedule
- Area of consideration
- Re-engineer job/developmental jobs
- Recruitment bonus
- Advance recruitment

QUALITY OF APPLICANTS

- Qualifications
- Insufficient number of applicants
- Large number of applicants

RECRUITMENT INITIATIVES

☐ **Recently implemented**

- Area of consideration (AOC) determination
- More “duty specific” specialized experience statement on vacancy announcements
- QC follow up w/selecting officials
- Up to 5 resumes in queue

☐ **Coming Soon**

- Deployment of Delegated Examining Unit (DEU)-Korea Region

☐ **QUESTIONS AND ANSWERS**

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ENTITLEMENTS

RICHARD FLUD
HR SPECIALIST, CFD¹⁶
A

AGENDA

- LQA and local hires
- Tour extensions
- Renewal Agreement Travel (RAT)
- Priority Placement Program (PPP)
- Reemployment rights
- Other entitlements

LQA & LOCAL HIRES

- References – DSSR 031-12 and DOD1400.25-M,SUBC 1250
- World wide/Korea wide recruiting
- Eligible employees
- Ineligible employees

TOUR EXTENSIONS

- Policy AR 690-300 and EUSA Reg 690-3
- Issued to management 8/6 months prior to rotation date/DEROS
- Extension beyond 5 years
- Non-extension

RENEWAL AGREEMENT TRAVEL (RAT)

- Reference: JTR Volume 2, Chap 4150
- Eligibility
- Delay of RAT

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PRIORITY PLACEMENT PROGRAM (PPP)

- Eligibility
- Area of referral
- Tour extensions after PPP offers
- Employee report date
- Performance rating requirements

REEMPLOYMENT RIGHTS

- Eligible employees
- Statutory right to reemployment – Title 10 USC
- Forfeiture of rights

OTHER ENTITLEMENTS

- Reference: DSSR
- SMA (Separate Maintenance Allowance)
- Post allowance
- Post differential

MANAGEMENT TOOLS



CARRIE WIGGINS
ACTING BRANCH CHIEF, CFD

AGENDA

Army Regional Tools (ART)

- RPA/NPA tracker
- Organization structure
- Gatekeeper
- Notes on RPA's

ARMY REGIONAL TOOLS

The screenshot shows a web browser window titled "Army Regional Tools - CARRIE_WIGGINS - Microsoft Internet Explorer provided by Korea Regio...". The application interface includes a top navigation bar with the text "ART 1.1" and a "Main Menu" button. A left sidebar lists various tools: Central DCPDS 11i, Central DCPDS 11i Desk Guide, + Centralized Applications, Employee Data, + External Applications II, + Gatekeeper, + Helpdesk, + Inbox Statistics II, + My Stuff, NPA Tracker, OPF Tracker - Korea, + Organization Structure, + Pay Data, + Pay Problems, Phone and Email List, RPA Tracker, and + Review and Analysis. A large orange callout box points to the "RPA Tracker" link, containing the text: "Information found here: Employee Information, Position Link to FASCLASS, Positions Information, Vacant/Encumbered Positions, RPA's Submitted". A red arrow points from this callout to the "RPA Tracker" link. A green callout box points to the "RPA Tracker" link, containing the text: "Tracking of RPA's already Submitted". The bottom status bar shows "Army Regional Tools - Central ART" and an "Internet" icon.

ART 1.1

Main Menu

- Central DCPDS 11i
- Central DCPDS 11i Desk Guide
- + Centralized Applications
- Employee Data
- + External Applications II
- + Gatekeeper
- + Helpdesk
- + Inbox Statistics II
- + My Stuff
- NPA Tracker
- OPF Tracker - Korea
- + Organization Structure
- + Pay Data
- + Pay Problems
- Phone and Email List
- RPA Tracker
- + Review and Analysis

Information found here:
Employee Information
Position Link to FASCLASS
Positions Information
Vacant/Encumbered Positions
RPA's Submitted


Tracking of RPA's already Submitted

Army Regional Tools - Central ART

Internet

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ORGANIZATION STRUCTURE

ART 1.1 

36TH SIGNAL BATTALION (NE)
RESOURCE MANAGEMENT OF
APO AP 96218-5026

Link to FASCLASS

This provides position Information

Allows you to view Appointments & Benefits, etc.

PARA	LINE	PP-SERI- GRADE	Target Grade	CPCN	Position Title	Employee Name	V Sc
109	05	IG-0303-05	05	2L650.109880	MANAGEMENT SUPPORT ASSISTANT	CHONG YONG SUK	F
109	03	IG-0343-09	09	2S358.104686	MANAGEMENT ANALYST	VACANT	F
109	02	IG-0343-11	11	2S048.389685	MANAGEMENT ANALYST	KIM AE SUK	F
109	02	IG-0343-11	11	2S048.104659	MANAGEMENT ANALYST	VACANT	F
109	04	IG-0561-06	06	2S347.116071	BUDGET TECHNICIAN	PAK KWI SON	F

Encumbered Positions = 3 Vacant Positions =

The option allows you to export data Into an Excel Document for Reports and modification of data.

Resort Data View in Excel

Type

Army Regional Tools - Central ART

Internet

GATEKEEPER

Ensure your gatekeeper checklist is complete to speed up the recruitment process

- Questions can be answered by your local CPAC prior to submission of the RPA
- What is a PBD 712 RPA? Army requirement to track military to civilian conversions as a result of the program budget decision

Accessing, Viewing and Posting Notes to RPA's

ART 1.1

Inbox Statistics II

Inbox Statistics II; Fill / Recruit Statistics; All Open Recruit/Fill; *Layout = Open Recruit All. Colorized by Event Groupings; Inbox = CARRIE.WIGGINS/COS - WIGGINS, CARRIE M; Inbox Sub-Type = COS; Servicing C*
Sorted by Actions Requested, Event Status

Request Date	Smart Number	Request Sequence	Event Type	CPOC Time	Actions Requested	NOA	Pay Plan Series Grade	Name
04JAN	1FZW1FDAA	674695	22	223	TRANSFER-INDIVIDUAL	130	GS-0185-11	Kokangu

This hyperlink takes you to the notes page

Resort Data View in Excel


RPA Type	Total	Avg Time in MGR Inbox	Avg Time in CPAC Inbox	Avg Time in CPOC Inbox	Avg Time in Personnel Inbox
Fill/Recruit	0	NA	NA	NA	NA
Other	1	0	0	223	223

Army Regional Tools - Central ART

Internet

Inputting Notes on RPA's

Army Regional Tools - Microsoft Internet Explorer provided by Kor...

[Close Window](#) 

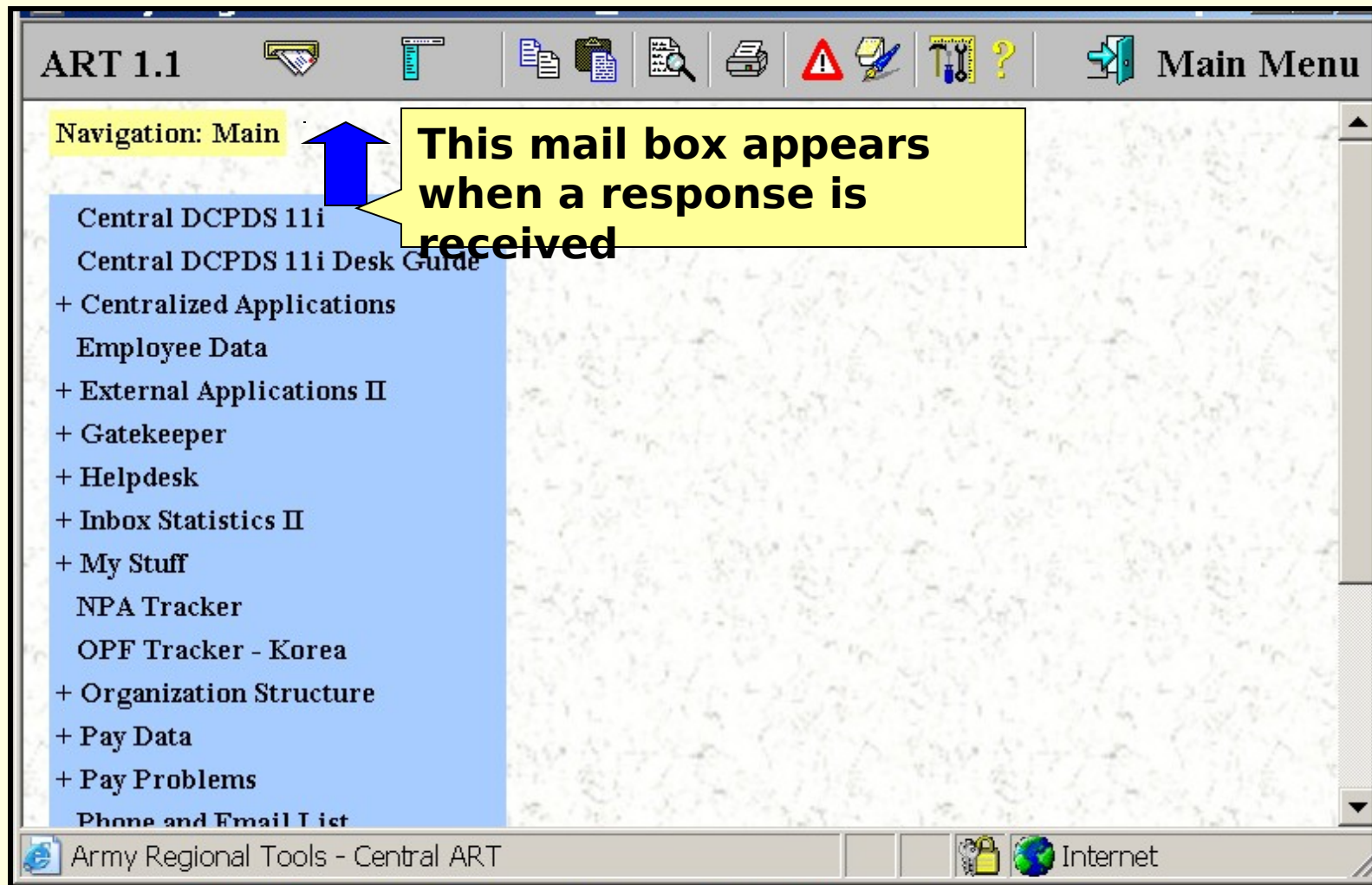
RPA Number:	04JAN1FZW1FDAA674695	
Action Requested:	TRANSFER-INDIVIDUAL	
Pay Plan-Series-Grade:	GS-0185-11	
Effective Date:	7/25/2004 12:00:00 PM	View RPA
Proposed Effective Date:		View Position Information
Name:	Kokangul Lorraina	
Nature of Action:	130	
CPAC Code:	FZ	
Command Code:	BA	

Enter notes below:

Please cancel RPA, due to lack of funding

Submit Notes

Accessing the Mail Feature Notification

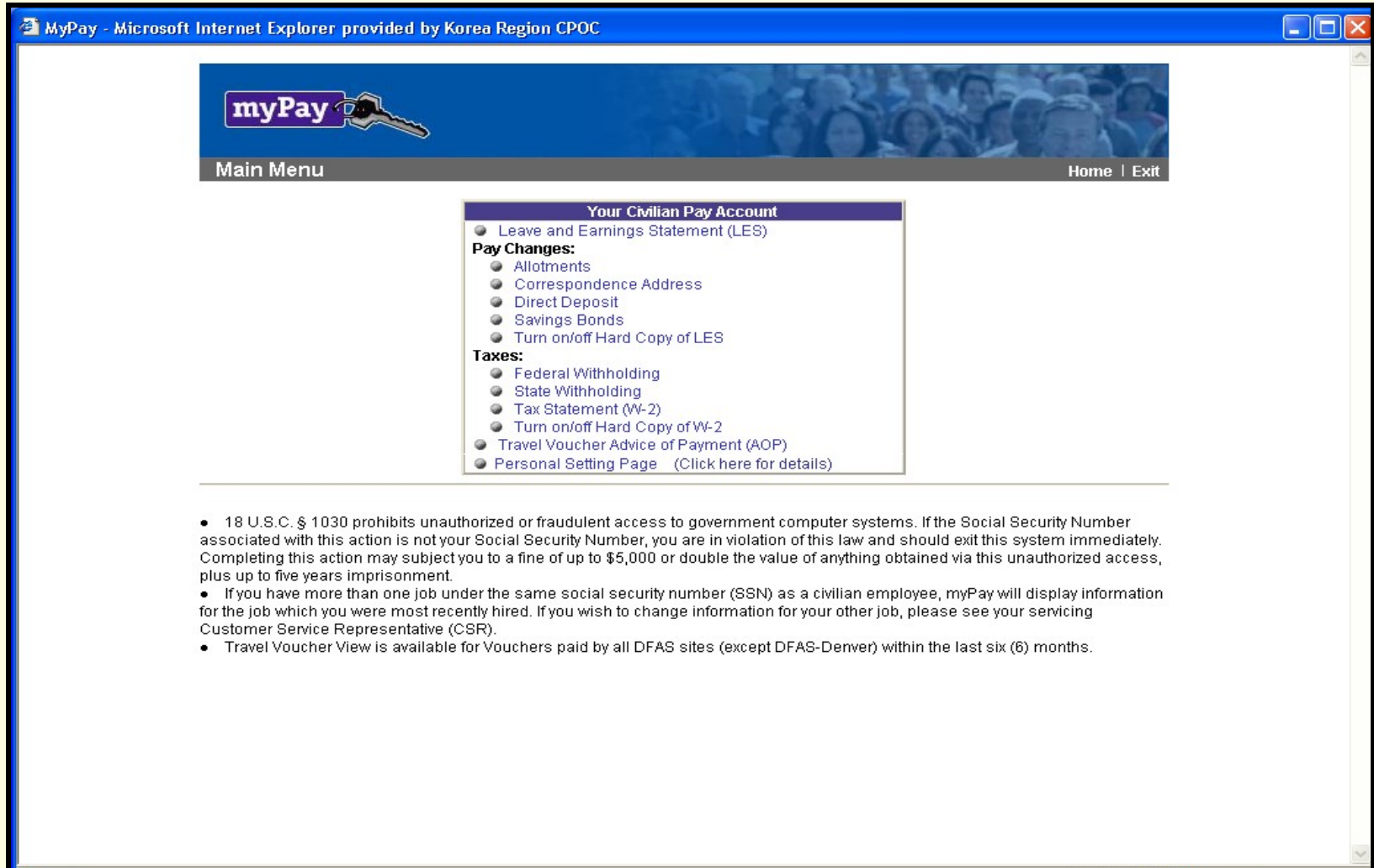


TECHNICAL SERVICES

AGENDA

- Establishment and maintenance of Official Personnel Folders (OPFs)
- Creation and updating of electronic records for the Defense Civilian Personnel Data System (DCPDS)
- Working with DFAS to resolve pay issues
- Working with ABC-C to perform data verification

CPOC-DFAS INTERFACE



MyPay - Microsoft Internet Explorer provided by Korea Region CPOC

myPay

Main Menu Home | Exit

Your Civilian Pay Account

- Leave and Earnings Statement (LES)

Pay Changes:

- Allotments
- Correspondence Address
- Direct Deposit
- Savings Bonds
- Turn on/off Hard Copy of LES

Taxes:

- Federal Withholding
- State Withholding
- Tax Statement (W-2)
- Turn on/off Hard Copy of W-2
- Travel Voucher Advice of Payment (AOP)
- Personal Setting Page (Click here for details)

- 18 U.S.C. § 1030 prohibits unauthorized or fraudulent access to government computer systems. If the Social Security Number associated with this action is not your Social Security Number, you are in violation of this law and should exit this system immediately. Completing this action may subject you to a fine of up to \$5,000 or double the value of anything obtained via this unauthorized access, plus up to five years imprisonment.
- If you have more than one job under the same social security number (SSN) as a civilian employee, myPay will display information for the job which you were most recently hired. If you wish to change information for your other job, please see your servicing Customer Service Representative (CSR).
- Travel Voucher View is available for Vouchers paid by all DFAS sites (except DFAS-Denver) within the last six (6) months.

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ABC-C/CPOC RELATIONSHIPS

The screenshot shows a web browser window with the address bar displaying <https://www.abc.army.mil/>. The page features the Army Benefits Center-Civilian logo on the left, which includes the text "ARMY BENEFITS CENTER-CIVILIAN", "OFFICE OF THE ASSISTANT SECRETARY OF THE ARMY", and "ABC-C". Below the logo is a vertical navigation menu with four items: "Information", "Benefits/EBIS", "Search", and "Uniformed Svcs". The main content area has a header "Army Benefits Center-Civilian" and four navigation buttons: "Information", "Benefits/EBIS", "Search", and "Uniformed Svcs". The main content area contains three sections of text:

HOT! *Redaction* **The FEGLI Open Season has begun and will run until September 30th. To make an election, please click on the *Benefits/EBIS* button, log in using your POE & PIN, select *Transactions*, and scroll down to the FEGLI Open Season section. Please click [here](#) for more information on this Open Season!**

Health Benefits Notice: If your current Health Benefits plan is OmniCare Health Plan with code KA, you must change your health care by September 30. You can use either EBIS or IVRS to make your election to a new health benefits carrier. For more information click [here](#).

HOT! *Redaction* **Visit the Uniformed Services section for important information regarding retroactive reimbursement of FEHB premiums while called to active duty!**

Please click [here](#) for more information on how to make your biweekly contribution to TSP Catch-Up. NOTE: You must enter the amount you want deducted per pay period not *annually*!

The browser window shows a "Done" button in the bottom left and a "Go" button in the bottom right. The status bar at the bottom indicates "Internet".

TSP ISSUES



KN PROGRAM

GOVERNING REGULATIONS

- USFK Regulation 690-1, Regulations and Procedures
- USFK Regulation 690-118, Qualification Standards
- USFK Pamphlet 690-500, Classification Guidance and Standard Job Descriptions

Regulations and Forms: <https://www-eusa.korea.army.mil>

WIDELY PUBLICIZED JOB INFORMATION

- Korean website: www.cpoc-usfk-job.com
- Link to KEU website: www.usfkkeu.or.kr
- Flyer to labor markets:
 - Employment Assistance Offices
 - Universities/colleges/vocational schools

EASY APPLICATION SYSTEM

- On-line electronic application
- E-mail: knapps@cpoc.korea.army.mil
- ROK P.O. Box: Nam Taegu Post Office P.O. Box 45
- CPOC drop boxes

EXPEDITED RECRUITMENT

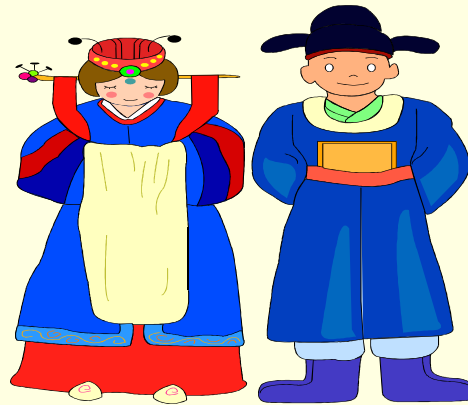
- Issuance of RLs without English test
- English test for selectees only
- Choice of English test: ALCPT, TOEIC, TOEFL
- Physical examination by local hospitals

REDUCTION-IN-FORCE

- USFK Regulation 690-1, chapter 4
- Labor Management Agreement between USFK and KEU
- Competitive areas
- RIF notices
- Hiring freeze(s)

QUESTIONS ON APPLICATION STATUS

- kninquire@cpoc.korea.army.mil



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US CLASSIFICATION

LATANIA RUDOLPH
HR SPECIALIST, CFD A44

POSITION CLASSIFICATION

The Law:

- Title 5, United States Code
 - Chapter 51 – Classification
 - Chapter 53 – Pay Rates and Systems

Regulatory Reference:

- Code of Federal Regulations
 - 5 CFR, Part 511 – Classification under the General Schedule
 - 5 CFR, Part 532 – Prevailing Rate Systems

POSITION CLASSIFICATION

Cont’d

Office of Personnel Management

- Position classification standards (General Schedule)
- Job grading standards (Federal Wage Systems)
- Department of Defense
- Department of the Army
- Major Army Command (MACOM)

DELEGATION OF CLASSIFICATION AUTHORITY (DCA)

- Delegation of Position Classification Authority (DCA). This is a
Commander’s assignment of responsibility for the classification(i.e.
determination of the title, series, and grade of civilian positions)
- Delegated through the supervisory chain
- Assigns position classification accountability to managers

DELEGATION OF CLASSIFICATION AUTHORITY (DCA) Cont’d

- When not exercised by the Commander, must be delegated to
CPOC – no classifiers at the CPACs
- The main goal of DCA is to speed up the classification and staffing
processes “Fill Jobs Fast!!”
- Communication is the key to making DCA work

Local National Position Classification

Regulatory Reference:

- United States Forces, Korea PAM 690-500 (Position Classification Guidance and Standardized Job Descriptions)

Classification Authority:

- Commanders do not exercise DCA over Local National positions
- Civilian Personnel Division, HQ EUSA – authority to approve/disapprove the upgrade of a variant position

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NAF PROGRAM

PAULETTE HOLMES
CHIEF, NAF

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NAF ROLE AT CPOC

- Serve as the regional office for the Republic of Korea for the US NAF MWR workforce
- Serve as subject matter advisor for all facets of the total NAF personnel program.
- Partner with CPACs for administration and delivery of first-class personnel services.
- Liaison with CHRA, MWR-KORO, and the MACOM for development and dissemination of policies and procedures as appropriate.

PERSONNEL SERVICES PROVIDED

- Staffing – CPAC & CPOC
- LQA and transportation determinations
- Classification for US NAF positions
- Process personnel actions
- Army NAF benefits program

STAFFING

- Recruitment – CPAC & CPOC
- Recruitment through the USACFSC Central Referral Program (CRP)
- Recruitment through the CRP process: 30-35 days or longer after job vacancy closes
- Recruitment through CPOC within 3 days or less after job vacancy closes

LQA & TRANSPORTATION AGREEMENTS

- Determination of LQA IAW DSSR and local MACOM policy
- Local policy dictates that LQA will only be granted for world-wide recruitment for NF-3 and above positions
- Determination for transportation agreement IAW AR 215-3 and local MACOM policy
- Employees recruited from CONUS are entitled to full JTR Vol. 2 entitlements as APF employees
- Employees recruited locally, not subject to JTR Vol. 2

CLASSIFICATION FOR US NAF POSITIONS

- CPOC has delegated classification authority for US NAF positions
- DA standardization position descriptions
- Access to position descriptions in FASCLASS II
- Modification of positions

PERSONNEL PAY ACTIONS (DA Form 3434)

- All personnel actions are processed by the CPOC
- NAF pay problems are resolved within a pay cycle
- Testing of NAF payroll interface with Financial Services ongoing
- Electronic routing of DA 4017s still to be determined

ARMY NAF BENEFITS PROGRAM

- Available to regular full-time and part-time employees – flexible employees are excluded.
- Army NAF retirement plan - mandatory for first 6 months after which employees may opt out. Retire as early as age 52 with at least 5 yrs contributions to retirement plan.
- 401(k) employee may join/cancel at any time within a pay cycle (may contribute 100% of pay)
- DoD NAF health benefits plan.
- Army NAF life Insurance – basic life and optional.

QUESTIONS?

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REGIONAL TRAINING PROGRAM

**CLIFFORD LEWIS
CHIEF, HRDD**

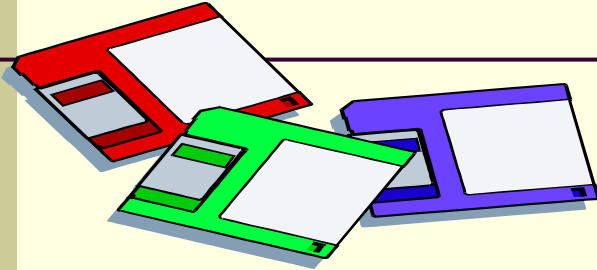
CHRA REGIONAL TRAINING RESPONSIBILITIES

- Complete an annual needs assessment of all activities In Korea
- Develop annual & long-range Korea region training plans & budgets
- Plan, purchase, schedule, announce, conduct and evaluate regional courses annually on a cost reimbursement basis
- Maintain a state-of-the-art training & VTC facility

CHRA REGIONAL TRAINING RESPONSIBILITIES Cont'd

- Provide “one-stop” customer information & access via CPOC web page
- Assist with enrollments, quotas & arrangements for CONUS training (via ATRRS, etc)
- Track & document training utilizing OTA Lite for a total of 10,430 employees in DCPDS

HUMAN RESOURCES DEVELOPMENT



FY 05 Regional Training Program

- Decentralized
- Cost reimbursement basis
- Military training exercise blackout (March and August)
- Management/supervisory/engineering training
- 139 courses in FY 04
- Equitable selection
- EEO considerations

LEADERSHIP DEVELOPMENT UPCOMING PLANS

- Quarterly Leadership and Education (LEAD) courses
- Cadre of instructors
- CPOC/CPAC personnelists
- Human Resources (HR) for New Supervisors
- Organizational for Leadership for Executives (OLE) – three courses.
- Senior Army Workforce (SAW)
- Leadership curriculum

VISIT CPOC's WEB SITE:

<http://cpoc-www.korea.army.mil/hrd>

FY-2005 CPOC Korea region courses

CPAC local area courses

OCONUS & CONUS training web sites

CPOC Regional Training Center information

POCs for civilian training questions

Civilian training rules & regulations

Business Process Maps

Automated Individual Development Plan (IDP)

Guide to mentoring

HRD standard operating procedures (SOP)

Leadership Course Tutorial Guide ***NEW!**

“MEET THE CPOC”

INFORMATION SERVICES

ROBERT E. JOHNSON
CHIEF, ISD

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AGENDA

- Applying for DCPDS / ART / CSU accounts
- DCPDS user training
- Closing DCPDS / ART / CSU accounts
- DEERS problems
- Reporting HR application problems

APPLYING FOR DCPDS / ART ACCOUNTS

- System Access Nomination and Authorization Request (SANAR)
- DCPDS user ID request form
- Submit completed forms to CPOC
- Forms submission requirements are available on the
CPOC Korea Public Web Site under DCPDS
<http://cpoc-www.korea.army.mil/>

DCPDS USER TRAINING

- User guides are available on the CPOC Korea public web site under DCPDS.
- Area CPAC's provide user training on a regular basis
 - Area I - Ms. Ko, Hyon Suk 732-6047
 - Area II - Ms. Kim, Chong Ok 738-3637
 - Area III - Mr. Kang, Su Won 753-8777
 - Area IV - Ms. Ha, Un Chong 768-6627

Closing DCPDS / ART / CSU Accounts

- Complete DCPDS user ID request worksheet
- Submit to CPOC via FAX or digital sender
- Failure to close accounts creates problems

DEERS Problems

- What is DEERS?
- Employees in DCPDS do not flow to DEERS
- Employee responsibility
- Supervisor responsibility
- CPAC responsibility
- CPOC responsibility

REPORTING HR APPLICATION PROBLEMS

- DCPDS / ART / CSU - Local CPAC PSM
- ANSWER / RESUMIX
appicanthelp@cpsrxtp.belvoir.army.mil
- Web referral
CPAC POC noted on the referral

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QUESTIONS?